

Tulalip Customer Service Program for the Hospitality Industry

Free Classes for Native Americans, their families, and employees of Tulalip Tribes

Customer Service and Guest Relations

Instructor:

Beth O'Donnell

Full-time instructor at Edmonds CC with over 20 years experience in the customer service and hospitality industry.

Will register first day of class

**Mondays
1 – 4 pm**

Classes:

Oct 2 – Nov 13

In the South Lot

For more information, please contact: Nancy at the Tulalip Casino, 651-0158 or Beth O'Donnell at 425-640-1208

- Do you want to learn how to make your work life easier and more fun?
- Do you want to become more successful in your job?
- Do you want to get college credit for learning skills that help you in your job?

Then sign up for this 2-credit course from Edmonds Community College and become a Guest Services Professional!

Introduction to Hotel / Lodging

New Class

**Mondays
9:30 am – 12:30 pm**

Classes:

Oct 2 – Nov 13

In the South Lot

Instructor:

Beth O'Donnell

Will register first day of class

2 credits-Edmonds CC

Introduction to management and operations of the lodging industry

- Lodging terminology
- Job of the general manager
- Study of each department in a hotel
- Sales and marketing
- Discussion of chain operations, franchising, and management contracts

Upcoming classes during Winter Quarter 2007:

Customer Service for Supervisors & Managers

Front Desk Operations

Organizational Management

Call Lena Jones, 651-3282 or Benita Rosen, 651-3624 for more information.

Will register first day of class

New Class

Wednesdays

Oct. 4 & 18

10 am – 12 pm

South Lot Computer Lab

Office Procedures

- Business Communications
- Records Functions & Procedures

Human Relations Skills

- Listening & Communications Skills
- Prioritizing & Problem Solving

Records Management

- Filing Systems
- Management of Records

NWIC